

Arts, Commerce and Science College, Bodwad. Dist. Jalgaon.

Academic Year: 2020-21 CBCS Pattern Semester: I

The Question Bank of Multiple Choice Question

Total Question: 100

Class: First Year B.Com.

Subject: English for Business

---

1. According to..... “Communication is essentially the ability on one person to make contact with another and to make himself or herself understood. Communication is the process by which meanings are exchanged between people through the use of a common set of symbols”.  
**A. John Adair**      B. Peter Little      C. Robert Anderson      D. George Carry
  
2. According to ..... “Communication is the process by which information is transmitted between individuals and organizations so that an understanding response is created.”  
A. John Adair      **B. Peter Little**      C. Robert Anderson      D. George Carry
  
3. According to ..... “Communication is interchange of thoughts, opinions or information by speech, writings or signs.”  
A. John Adair      B. Peter Little      **C. Robert Anderson**      D. George Carry
  
4. According to..... “Communication is an exchange of facts, ideas, opinions or emotions by two or more persons.”  
A. John Adair      B. Peter Little      C. Robert Anderson      **D. George Carry**
  
5. According to..... “Communication is a process which involves the transmission and accurate replication of ideas ensured by feedback for the purpose of eliciting actions to fulfil organizational goals.”  
**A. William Scott**      B. Peter Little      C. Robert Anderson      D. George Carry
  
6. The .....is a source or originator of the communication cycle or chain.  
**A. Sender**      B. Channel      C. Receiver      D. Message
  
7. The sender has also been referred as.....  
**A. Transmitter**      B. Channel      C. Receiver      D. Message

8. The Channel has also been referred as.....

- A. Transmitter    **B. Medium**    C. Receiver    D. Message

9. The .....means transferring the ideas into signals and symbols.

- A. Transmitter    B. Medium    C. Receiver    **D. Encoding**

10. The message a sender encodes is addressed to the .....

- A. Transmitter    B. Medium    **C. Receiver**    D. Encoding

11. The.....is a process of translation of message received, to understand what the sender wants to communicate.

- A. Transmitter    B. Medium    C. Receiver    **D. Decoding**

12. Every communication aims to receive response.....or an action from the recipient.

- A. Feedback**    B. Medium    C. Receiver    D. Decoding

13. The ..... Communication is a kind of Communication between and among different levels of authorities and officials within an organization.

- A. Vertical**    B. Horizontal    C. Diagonal    D. Crosswise

14. The.....is a flow of information from bottom to top in an organization hierarchy.

- A. Vertical    B. Horizontal    **C. Upward**    D. Crosswise

15. In an ..... the employees are given a feeling that they can easily and openly share and discuss problems and issues with the authorities.

- A. Open Access**    B. Exit Interview    C. Application    D. Demand

16. The ..... is an interview of departing employee to get feedback about the organization.

- A. Open Access    **B. Exit Interview**    C. Application    D. Demand

17. The.....Communication is a kind of communication initiating from superiors and moving downwards to the Subordinates through organizational hierarchy.

- A. Downward**    B. Horizontal    C. Upward    D. Crosswise

18. The .....is written documents which explains company or organization's aims, objectives, goals, policies, rules and organizational structure.
- A. **Manuals**   B. Advertisement   C. Report   D. Demand
19. If the performance of an employee is not up to the mark or satisfactory, he or she has been orally or through written .....warned about.
- A. Counselling   B. Warning   C. Feedback   **D. Memo**
20. The .....is one the methods of communication in the Horizontal Communication.
- A. Open Access   **B. Grapevine**   C. Training   D. Demand
21. The Communication among equal rank officers like Managers of production, marketing, purchase, research and development, strategic planning etc. has been considered as the..... Communication.
- A. Downward   **B. Horizontal**   C. Upward   D. Crosswise
22. The communication through words has been defined as.....Communication.
- A. Downward   B. Horizontal   C. Upward   **D. Verbal**
23. The Speeches, Conferences, Lectures, Radio, Face to Face, Meetings, Group Discussion, Presentations and Interviews are types of .....Communication.
- A. Horizontal   B. Upward   C. Verbal   **D. Oral**
24. The .....Communication has no legal value hence it has less authenticity.
- A. Horizontal   **B. Oral**   C. Upward   D. Diagonal
25. The Charts, Newspapers, Graphics, Manuals, Magazines, Journal, Letters, Circulars, Notices, Agendas, Reports, Telegrams and Minutes of Meetings are examples of .....Communication.
- A. Written**   B. Horizontal   C. Oral   D. Diagonal
26. The.....Communication has legal sanctity.
- A. Lateral   B. Downward   C. Vertical   **D. Written**
27. The Communication through pictures, diagrams, graphs, charts, maps, signs, symbols, colours are examples of the.....
- A. Upward   **B. Non-Verbal**   C. Downward   D. Crosswise

28. The poster of “No Smoking” at public places is a common example of the Communication through.....mode of Communication.
- A. **Visual**    B. Audio    C. Body Language    D. Paralanguage
29. The horn, whistles, sirens, alarm etc. the modes of .....Communication.
- A. Visual    **B. Audio**    C. Body Language    D. Paralanguage
30. The.....mainly deals with facial expression, gestures, postures, Body orientation and the physical movements.
- A. **Kinesics**    B. Audio    C. Vertical    D. Paralanguage
31. The human .....are the most expressive part of their bodies.
- A. **faces**    B. hands    C. legs    D. ears
32. The Erect Posture sends a message of.....
- A. Attitude and Mental state    B. Dishonesty and Disinterest  
C. **Confidence, Competency, Diligence and Strengths**    D. Avoidance
33. The “Spirit of competition may hamper communication”, this statement shows the demerit of ..... Communication.
- A. Downward    **B. Horizontal**    C. Upward    D. Crosswise
34. The shifty eyes indicate.....
- A. **Dishonesty and Disinterest and Avoidance**    [B. Confidence and Competency  
C. Attitude and Mental State    D. Free Flow of Thoughts
35. The Eye contact indicates.....
- A. Dishonesty and Disinterest and Avoidance    **[B. Interest, Attention and Involvement**  
C. Attitude and Mental State    D. Free Flow of Thoughts
36. The .....is the science of personal space and hence it is regarded as ‘personal space language’
- A. Artifacts    **B. Proxemics**    C. Haptics    D. Occulesics
37. The non-verbal communication that takes place through appearance, clothing, hair style,

perfume, personal belongings like vehicle, cell phones etc. is an area of study of the.....

- A. Proxemics [Role of Space]                      **B. Artifacts [Dress and Appearance]**  
C. Haptics [ Role of Touch Tongue              D. Occulesics [ Role of Eye Contact]

38. The Non-verbal communication that takes through shaking hands, back slapping, holding hands, Pat on the shoulder etc. is an area of study of the.....

- A. Proxemics [ Role of Space ]                      B. Artifacts [Dress and Appearance]  
**C. Haptics [ Role of Touch Tongue**              D. Occulesics [ Role of Eye Contact]

39. The concept of time and its impact on people is the area of the study of the.....

- A. Proxemics [ Role of Space]                      B. Artifacts [Dress and Appearance]  
**C. Chronemics [ Role of Time-Language]**              D. Occulesics [ Role of Eye Contact]

40. The ..... Barriers are also called 'Semantic Barriers' or 'Language Barriers'.

- A. Linguistics**              B. Organizational              C. Social              D. Psychological

41. The Barrier in communication which is created because of Religious norms, values and Beliefs has been referred as .....

- A. Organizational              **B. Cultural**              C. Psychological              D. Linguistics

42. The Barrier in communication which is created because of Appearance and Attire has been Referred as.....

- A. Organizational              B. Psychological              **C. Cross-cultural**              D. Linguistics

43. The Barrier in communication which is created because of Attitude, Opinions, Relationship, Age and Gender has been referred as.....

- A. Organizational              B. Psychological              **C. Social**              D. Linguistics

44. The Barrier in communication which is created because of Attitude and Ego is .....Barrier.

- A. Organizational              **B. Psychological**              C. Social              D. Linguistics

45. The Barrier in communication which is created because of Self-image and Closed Mindset has been referred as.....Barrier.

- A. Organizational              **B. Psychological**              C. Social              D. Linguistics

46. The Barrier in communication which is created because of Hierarchy in Organization has been referred as.....Barrier.

- A. Organizational**              B. Psychological              C. Social              D. Linguistics

47. The Barrier in communication which is created because of Overloaded Communication, Rules and Regulation has been referred as.....Barrier.
- A. Organizational** B. Psychological C. Social D. Linguistics
48. Face to Face, technology enabled and written Communications are the various..... the Communication.
- A. Modes or Medium** B. Rules and Regulations  
C. Techniques and Advantages D. Assumptions and Perceptions
49. The communication is effective enough when a .....is effective enough to communicate Competently, simply, clearly, sincerely and dynamically.
- A. Employer B. Employee **C. Communicator** D. Officer
50. The..... term ‘communicare’ which means to impart or participate and to exchanges ideas until all the experiences become a common profession.
- A. French **B. Latin** C. American D. French
51. It is rightly said by ..... “seek first to understand, then to be understood.”
- A. John Adair B. William Scott C. George Terry **D. Stephen R. Covey**
52. The lack of .....is the primary cause of miscommunication and misunderstanding not just in the workplace, but also in life itself.
- A. Clarity** B. Skill C. Logical Approach D. Brevity
53. The importance of clarity needs to be supported by a communication style that promotes the.....
- A. Organized and Logical Approach** B. Clarity and Preciseness of the Message  
C. Feedback D. Situational Analysis
54. Using enough words to ensure clarity requires balancing by using .....of words to Convey the message.
- A. Brevity** B. Skill C. Logical D. Positive



64. The statement, “The quality of managerial decisions depends upon the quality of Communication” focuses on the.....as an advantage of effective communication.
- A. Basis of Decision-Making and Planning**      B. Sound Business Relation  
C. Smooth, Efficient Working and Co-ordination      D. Motivation and Morale
65. The statements, “Communication binds the people together and facilitates co-ordination. In an ideal business situation there is a constant need of co-ordination” explains the.....advantage of effective communication.
- A. Basis of Decision-Making and Planning      B. Sound Business Relation  
**C. Smooth, Efficient Working and Co-ordination**      D. Motivation and Morale
66. The word interview has been derived from the.....word ‘intrevue’ meaning ‘to glimpse’, ‘sight between’ or ‘to see each other’.
- A. English      **B. French**      C. Italian      D. Roman
67. The ...is a formal meeting or interaction between two or more persons for specific purpose.
- A. Communication      B. Skill      C. Motivation      **D. Interview**
68. Regarding the Interview ‘Update Resume’.....is a part of the Preparation Stage of the Interview.
- A. Preparation Stage**      B. Performance      C. Review or Evaluation      D. Objective
69. Regarding the Interview ‘Psychological Preparation’ is part of .....Stage.
- A. Preparation Stage**      B. Performance      C. Review or Evaluation      D. Objective
70. Regarding the Interview ‘Respond and give answers relevantly’ is part of .....Stage.
- A. Preparation Stage      **B. Performance**      C. Review or Evaluation      D. Motivation
71. The Interviews like Screening, Job, Group, Campus, Panel, Appraisal, Promotional, Problem, Stress, Telephonic, Case, Grievance and Exit are the .....of the Interview.
- A. Parts      B. Stages      C. Objectives      **D. Types**
72. To find out the most suitable interviewee from the available candidates is part of the.....
- A. Exit Interview      **B. Job Interview**      C. Grievance Interview      D. Campus Interview
73. The .....Interview is conducted when an employee an is about to leave the organization or Company either voluntarily or through dismissal.
- A. Exit Interview**      B. Job Interview      C. Grievance Interview      D. Campus Interview



74. The.....is conducted by big company to appoint and recruit fresh graduate or to offer job to the final year student.
- A. Exit Interview B. Job Interview C. Grievance Interview **D. Campus Interview**
75. The points 'To Influence the Team' and 'Stress Reduction' are parts of.....
- A. Importance of Presentation Skills** B. Principles of Effective Presentation  
C. Technical Presentation D. Situational Dialogues
76. The points to 'Develop Content' and 'Develop Visual Aids, Handouts, Noter' are included in.....
- A. Importance of Presentation Skills **B. Principles of Effective Presentation**  
C. Technical Presentation D. Situational Dialogues
77. The points to 'Organize the Middle' and 'Introducing and Mapping the Presentation' are Parts of .....
- A. Importance of Presentation Skills B. Principles of Effective Presentation  
**C. Technical Presentation** D. Situational Dialogues
78. The .....depends on a context, situation and purpose of the conversation.
- A. Importance of Presentation Skills B. Principles of Effective Presentation  
C. Technical Presentation **D. Situational Dialogues**
79. In the dialogue or conversation along with verbal language, the.....aspects like body Language, facial expression, gestures, tone of the voices etc. play a significant role.
- A. Technical **B. Non-verbal** C. Principle D. Performance
80. A good .....shows the qualities of accuracy, orderliness, precision, clarity, synopsis, Findings, references, recommendations, title page, appendices and persuasion the methodical or solid work.
- A. Situational Dialogue B. Communicative Approach **C. Report** D. Presentation Skill
81. The Head line, Dateline and Body are parts of the.....Report.
- A. News Paper** B. Survey or Investigation C. Scientific D. Project
82. The terms, procedure, title with conclusion are parts of..... Report.
- A. News Paper **B. Survey or Investigation** C. Scientific D. Project
83. The aims, apparatus, theory, observation and conclusion are parts of the.....Report.
- A. News Paper B. Survey or Investigation **C. Scientific** D. Project

84. The.....is a list of items to be considered at a meeting. It is also called business or order of business.
- A. Notice    **B. Agenda**    C. Minutes    D. Advertisement
85. The word ‘Agenda’ is derived from the .....word ‘agendum’ which means ‘ a thing to be Done’.
- A. French    B. English    **C. Latin**    D. Roman
86. The .....of meeting is a record of the discussion, decisions, resolutions of the Organization or Company or Institution.
- A. Notice    B. Agenda    **C. Minutes**    D. Advertisement
87. The C.V. or ‘Curriculum Vitae’ is required for a.....Letter.
- A. Job**    B. Complaint    C. Order    D. Inquiry
88. The statement “Order for Red Chairs’ is a subject of the.....Letter.
- A. Job    B. Complaint    **C. Order**    D. Inquiry
89. An .....is a most preferred computer and internet based application used worldwide.
- A. Email**    B. order    C. Application    D. Advertisement
90. The terms like ‘Attachment, CC and BCC’ are related with the.....
- A. Notice    B. Agenda    C. Minutes    **D. E-mail**
91. The .....is a term which is associated with a person’s Emotional Intelligence Quotient, personality traits, habits, leadership and social graces.
- A. Soft Skill**    B. E-mail    C. C. V.    D. Presentation Skill
92. The Self Awareness, Communication, Listening, Interpersonal skills, Negotiation skills and Meeting, Time, Stress Managements are the attributes of the...
- A. C. V.    B. Presentation Skill    **C. Soft Skills**    D. Personality Development
93. The Noun ‘Mumbai’ is an example of .....Noun.
- A. Common    **B. Proper**    C. Abstract    D. Material
94. ‘Myself’, ‘Herself’, ‘Ourselves’ are examples of the.....Pronoun.
- A. Demonstrative    B. Personal    C. Possessive    **D. Reflexive**

95. “ My, Mine, Yours, Her” are examples of the.....Pronoun.  
A. Demonstrative B. Personal C. **Possessive** D. Reflexive
96. The .....is a word or group of words which is used to express strong feeling.  
A. Conjunction B. Article C. Noun D. **Interjection**
97. The Article .....is used before the names of planets and Stars.  
A. A B. An C. **The** D. None
98. The term.....includes Listening, Persuasion, Diplomacy, Ability to identify the interest of both sides, Building and Preserving Relations.  
A. Soft Skills B. **Negotiation** C. Presentation Skill D. Technical Skill
99. The Tact or Diplomacy, Awareness of Body Language, Communication, Listening, Assertiveness, Empathy, Patience, to Remain Calm, Deal with Conflict, Accuracy in Note taking and Record Keeping are skills of the.....  
A. Soft Skills B. **Negotiation** C. Communication D. Technical Skill
100. The stages like Establish Objectives, Establish Other Party’s Objectives, Frame Negotiation, Identity Areas of Agreement, trouble Shoot Agreement Disagreement, Agreement and Close are the six stages of the.....  
A. Soft Skills B. **Negotiation** C. Communication D. Technical Skill



